User Guide

NEOVOICE
USB
Bluetooth® Wireless Headset

English

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Note: Please read the "Safe usage guidelines" on page 13 and "Warranty" on page 14 before using the Headset.

Introduction

Thank you for choosing to buy a Bluetooth®(*) SouthWing Headset. We hope you enjoy using it as much as we did developing it.

This User Guide provides all the information you will need on how to use and look after your product.

* Bluetooth is a registered trademark owned by Bluetooth SIG, Inc. U.S.A. and licensed to SouthWing.

SouthWing

SouthWing was founded in December 2000 and is headquartered in Barcelona, Spain. Our experienced team is focused on developing the future generation of wireless headsets.

Should you wish to learn more about the company, please visit our web site at:

www.south-wing.com

If you have any comments or suggestions on this or any other SouthWing product, we would love to hear from you.

What is Bluetooth ®?

Bluetooth is a short-range cord replacement technology that allows the seamless interconnection of many different devices such as mobile phones, portable computing devices, and mobile phone headsets without the complication of cables.

Industry collaboration has meant that Bluetooth has become a highly interoperable, affordable, and widely deployed wireless connectivity standard.

What do I need?

As this Headset is a qualified Bluetooth product supporting the Bluetooth Headset and Bluetooth Hands-free profiles, it can connect to any other qualified Bluetooth product supporting at least one of these profiles. Today, nearly every mobile phone with integrated Bluetooth supports one or both of these profiles.

As a Bluetooth mobile phone will most commonly be used with your Bluetooth Headset, references to a mobile phone are used throughout this User Guide.

First Steps

When you first receive your SouthWing Bluetooth Wireless Headset you will need to charge the battery and pair the Headset to your mobile phone.

Charging *(Fig.-2: Charging)*

Your Bluetooth Headset has an internal rechargeable battery and USB Charging Socket. To charge this battery, follow these steps: **CAUTION!**

1. Always first plug the connector of the power supply into the USB Charging socket [**6**] Headset (*Fig.-1: Overview-Headset*), with the arrow facing down (*Drawing B*), that is, never with the arrow facing up (*Drawing A*). Make sure that the connector enters smoothly.

2. Plug the power supply into a power point.

3. The Headset Indicator Light will turn green to indicate the Headset battery is charging.

4. Once the Headset Indicator Light turns off, the Headset is fully charged and can be removed from the power supply.

Please Note:

- If the Headset Indicator Light [**2**] remains off when you plug the power supply into the Headset, the battery is already fully charged and does not require further charging.
- Thanks to its USB charging facility, the Headset battery can alternatively be charged from any USB port, such as those found on a PC or laptop. The SouthWing USB cable adaptor accessory is required (www.south-wing.com)
- To maximise battery life, do not leave the power supply plugged into the Headset for extended periods of time.
- Full battery capacity will be achieved after two or three full charge/discharge cycles.

Drawing A **WRONG**   *Drawing B* **RIGHT**

Pairing

Before using your Headset you will need to pair it to your Bluetooth mobile phone. You will need to repeat this process if you want to use your Headset with another mobile phone. Pairing is a feature of your Bluetooth Headset that prevents anyone else eavesdropping on your phone conversations. This product supports both the Headset and Hands-free profiles, which ensures compatibility with a larger number of Bluetooth mobile phone models. The addition of the Hands-free profile offers access to a wider range of phone functions.

1. Ensure the Headset is **off** (see below on how to turn your headset on and off) and that the mobile phone with which you wish to pair is not too far apart (less than 1 meter of separation will ensure most reliable pairing).

2. Put the mobile phone into pairing mode (see the instructions which came with your phone).

3. Press and hold the Multi-function Dial [**1**] for about 5 seconds until the Headset Indicator Light
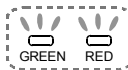
[**2**] alternates between red and green (you will also hear a series of high tones). Now the Headset is ready for pairing in Headset mode.

4. If your mobile phone supports the Hands-free mode, just briefly push once again the Multi-function Dial and the Headset will attempt pairing in Hands-free mode (you will hear a series of low tones). Briefly pushing the button will allow you to alternate between Headset and Hands-free modes. You now need to wait several seconds while both devices attempt to pair.

5. If you are asked for a PIN number, note that the default PIN number for the SouthWing Bluetooth Headset is 1111.

Please Note:

- If pairing is successful, the Headset Indicator Light [**2**] will begin flashing green. You can now start using your Headset.

Wearing the Headset (*Fig.-3: Wearing the Headset*)

You will find it is easy to place the Headset on your ear (even with just one hand). These directions will help and over time you will find your own way of wearing the Headset.

1. Using two fingers, extend the Flexible Ear loop [**3**] away from the main part of the Headset.

2. Place the Headset around your ear ensuring the Speaker [**4**] is positioned correctly over your ear canal.

3. Release the Flexible Ear loop and allow it to naturally spring back to grip the top of your ear.

4. Gently press the Headset into your ear to ensure that it is correctly positioned.

Please Note:

- To find the most comfortable position for the Headset, try rotating it forwards or backwards once on the ear.

General Usage

Turning the Headset on
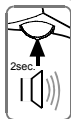
Press and hold the Multi-function Dial [**1**] for about 2 seconds until an audio tone is heard.

The Headset Indicator Light [**2**] will flicker green for approximately one second and will start flashing.
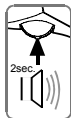
Turning the Headset off

With the Headset on, press and hold the Multi-function Dial [**1**] for about 2 seconds until an audio tone is heard.

The Headset Indicator Light will flicker red for approximately one second.

Receiving/answering a call

When the phone rings (ring tone can be heard in Headset), press the Multi-function Dial [**1**] briefly to answer the call.

Ending a call

Press the Multi-function Dial [**1**] briefly during a call and the call will be ended. The Headset is now ready to receive or initiate another call.

Auto-sleep

To conserve battery life, your Headset features an auto-sleep function. This function switches the Headset off after 4 hours of inaction. Once your Headset has entered auto-sleep, it can be turned on again normally.

Changing Volume

The Headset will remember all volume settings even when it is switched off. The method of changing these settings is described below.

To change the sound volume, rotate the Multi-function Dial [**1**] forwards to increase the volume.

Rotate the Multi-function Dial [**1**] backwards to decrease the volume.

Making a call

A call can be initiated by the mobile phone or with the Headset itself (depending on the capabilities of your mobile phone).

Initiating a call from your mobile phone

1. Ensure your Headset is switched on.

2. Ensure that your mobile phone has been correctly paired to your Headset and that the Bluetooth mode has been enabled.

3. Make a call as usual with your phone. Your phone will transfer the call to your Headset.

Initiating a call from your Headset

Depending on your mobile phone, you may be able to initiate phone calls from your Headset (your phone will need to support voice dialling).

To activate, briefly press the Multi-function Dial [1] on the Headset. If supported, you will then be able to speak the name of the person you wish to call, resulting in the call being initiated.

Low Battery Warning

The Headset will produce a warning tone when the battery has only 10% charge remaining.

To visually indicate this, the Headset Indicator Light will flash red rather than green. In addition, several tones will be heard.

Muting the microphone

During conversation, it is possible to mute the microphone.

During a call, briefly push the Multi-function Dial [1] twice, and audio tones will indicate that the microphone is muted. A tone will be heard every 2 seconds during the call to remind you that the microphone is muted.

Two additional presses of the Multi-function Dial [1] will turn the mute function off.

Selecting Ring Tones

Your Headset is programmed with 12 different ring tones from which you can choose.

With the Headset turned on, if you rotate and hold the Multi-function dial (either forward or backward), for about 5 seconds, you will enter the ring tones menu (you will also hear the current ring tone). Then do the following:

1. Rotate the Multi-function Dial [**1**] forward to move up in the ring tone list.

2. Rotate the Multi-function Dial [**1**] backward to move down in the ring tone list.

3. Push briefly the Multi-function Dial once to select your ring tone.

Please Note:

- Some mobile phones will play their own ring tones over the headset, replacing the user selected ring tone from the Headset.

Automatic call pick up

If you wish to have all of your calls automatically answered (without any button presses), you can enable the automatic call pick up mode.

To turn on the automatic call pick up, enter the ring tone menu and briefly push twice on the ring tone you select.

Now, when incoming calls arrive, your headset will automatically answer the call after 2 seconds.

To turn off the automatic call pick up, enter the ring tone menu and briefly push once to select a ring tone as usual.

Resetting your Headset

Should your Headset stop responding the battery may require charging. If this fails, you may need to reset your Headset:

1. Take a thin rigid item such as a paper clip end.

2. Introduce the item carefully in the Reset Button Hole [**7**] of your Headset and push the inner button gently.

Your Headset should now function again as normal.

Advanced Features in Hands-free mode

If your mobile phone supports the Hands-free mode, you may be able to benefit from the following features:

Rejecting a call

In Hands-free mode, you can reject a call by briefly pushing the Multi-function Dial [**1**] twice on the Headset when the ring tone is heard.

Transferring a call to the phone

In Hands-free mode, during conversation, you can transfer the conversation to the mobile phone by pushing the Multi-function Dial [**1**] three times on the Headset.

Pushing the Multi-function Dial [**1**] once again will transfer the conversation back to the Headset.

Last number redialling

In Hands-free mode, you can make your phone redial the last number. To do so, briefly push the Multi-function Dial [**1**] twice on the Headset.

Disconnecting from the phone

Some mobile phones are permanently connected to the Headset. This may reduce battery life. In the Hands-free mode, you can disconnect from the phone, without losing your pairing settings.

To do so, push the Multi-function Dial [**1**] three times on the Headset when it is not in an active call.

If you want to pick up a call, you first need to re-connect the Headset. To do so, push the Multi-function Dial [**1**] once again on the Headset.

Troubleshooting

Problem	*Suggestions*
Headset will not turn on	- The Headset battery may be flat. Try recharging the Headset.
Pairing is unsuccessful	- Try moving the phone and Headset closer together during pairing. - If pairing to a phone, make sure that the mobile phone is in the correct Bluetooth mode and is ready to connect to a Headset. - Some electrical devices such as microwave ovens create a noisy electrical environment making it difficult for the Headset to communicate with the phone. Try moving away from such devices and try again.
Pairing has succeeded but calls are not heard in Headset	- Make sure that your phone is switched on and ready to connect to the Headset. Check your phone user manual on how to do this.
My Headset stops responding to button presses	- Ensure that your Headset battery is charged. - Try resetting your Headset according to the directions given in 'Resetting your Headset'

Additional Information

Contacts

Please contact SouthWing with the following details should you have any questions or suggested improvements.

Email: customerservice@south-wing.com

Please note:

For all warranty related issues, please return the product to the shop from which you purchased your Headset.

Battery Care

Your Headset battery will have a long life provided you follow these guidelines:

- Do not use any accessory to charge your Headset other than the ones provided by SouthWing for this product.

- Only use the power supply delivered with your Headset.

- Do not charge your Headset outdoors.

- Do not charge your Headset if the ambient temperature is above 45 degrees Celsius or below 10 degrees Celsius.

- Do not leave your Headset connected to the charger for extended periods of time, as excessive charging will reduce battery life.

Safe Usage Guidelines

- Only use the product according to the directions within this User Guide. Usage of this product contrary to these directions could cause injury. In addition, any usage of this product contrary to this User Guide will void any warranty.

- Do not use the product in an environment where it may come in contact with liquid, or be exposed to high humidity or extreme temperatures.

- Do not place the product in a fire as it may explode causing injury or death.

- Do not use the product in areas where usage of radio

transmitters is prohibited (e.g. aircraft and hospitals) or close to sensitive devices that may be affected by a radio transmitter (e.g. pacemakers).

- Do not attempt to service this product yourself. If the product requires servicing, this must be performed by an approved service person.

- If the product becomes dirty, it should be cleaned with a soft cloth. Do not use any cleaning agents as these may damage the plastics, electronics or battery.

- Usage of this product while driving, may reduce your ability to react to road conditions.

- Be aware that using a wireless headset while driving is illegal in certain countries. Therefore, you should check the local laws before using the product while driving.

- As this product contains parts which may cause injury if consumed, keep it out of reach of children.

- The power supply is the main device to disconnect the power, therefore the mains supply plug needs to be close to the equipment and easily accessible.

- Use only the power supply or accessories provided by SouthWing. Usage of a different power supply or charger or modification of either of these devices may damage the product or result in a risk of electrocution.

- Caution: Prolonged use of the headset at high volumes may affect your hearing capacity.

Warranty

SouthWing provides a guarantee that this product will be free of defects in workmanship and material for a period of 2 years. Should the product fail under normal usage within this period, please return the product to the store from which it was purchased. At the discretion of SouthWing, the faulty product will then be replaced or repaired at no cost according to the conditions outlined below.

Conditions

1. To be granted, this guarantee requires the presentation of the original dated purchase invoice with the serial number and dealer details clearly indicated. SouthWing reserves the right to refuse warranty service if this documenta-

tion is not presented.

2. Any product repaired or replaced will be covered by the same warranty conditions until the end of the original warranty period or 90 days (whichever is later).

3. The free repair or replacement warranty does not cover failure of the product due to normal wear and tear, misuse, use contrary to the product user guide, accident, modification or adjustment, forces of nature, or damage resulting from contact with liquids.

4. Only service personnel who have been approved by SouthWing may repair this product. Attempted repair by anyone else will void this warranty.

5. At the discretion of SouthWing, a faulty unit will be either repaired or replaced. If repair is not possible, SouthWing reserves the right to replace the faulty product with another product of equivalent value.

6. SouthWing does not offer any further express warranty, neither written nor oral. To the extent allowed by local law, any implied warranty or condition or merchantability, satis-

factory quality, or fitness for a particular purpose is limited to the duration of the warranty described above.

7. To the extent allowed by local law, SouthWing will not be liable for any incidental or consequential damages of any nature whatsoever, including but not limited to lost profits or commercial loss.

Some countries or states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties. This may mean that the limitations or exclusions stated above do not apply to you.

This guarantee does not affect the consumer's statutory right under applicable local laws in force, nor the consumer's rights against the dealer arising from their sales/purchase contract.

Declaration of Conformity

We, Southwing S.L., declare under our sole responsibility that our product:

NeoVoice USB Bluetooth Headset (Neo-102)

Is in conformity with the appropriate standards EN 300328, EN 60950, following the provisions of Radio Equipment and Telecommunication Terminal Equipment directive 99/5/EC with requirements covering EMC directive 89/336 EEC, and Low Voltage directive 73/23/EEC.

$\mathsf{C}\mathsf{E}$ 0341

FCC Statement *(Federal Communications Commission, USA)*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To identify this product, refer to the Part, Series, or Model number found on the product.

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by SouthWing may void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference

by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

This product emits radio frequency energy, but the radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact with the antenna during normal operation is minimized.

NEOVOICE-USB   NEO-102

FC Tested To Comply
With FCC Standards

FOR HOME OR OFFICE USE
FCC ID: RGPGUEL

Commands Summary Table

HOW TO DO?	ACTION	HEADSET RESPONSE
Pairing Mode Headset Profile	In OFF state press and hold Button for 5 sec and see the pairing instructions of your phone	Headset light flashes red and green and a series of high tones can be heard
Pairing Mode Hands-free Profile	In OFF state press and hold Button for 5 sec and press button once, then see the pairing instructions of your phone	Headset light flashes red and green and a series of low tones can be heard
Power On	In OFF state press and hold Button for 2 sec	Headset turns on and light flashes green
Power Off	In ON state press and hold Button for 2 sec	Light flashes red and Headset turns off
Accept call	During incoming call press Button once	Headset picks call up
End Call	During a call press Button once	Headset hangs up the current call
HOW TO DO?	**ACTION**	**HEADSET RESPONSE**
Voice Dialling [1]	In ON state press Button once	Mobile initiates voice dialling command
Last Number Redial [2]	In ON state press Button twice	Mobile Redials
Disconnect from phone [2]	In ON state press Button 3 times	Headset disconnects from phone
Reject Call [2]	During incoming call press Button twice	Headset rejects call
Muting microphone	During a call press Button twice	Microphone is muted
Transfer call to mobile [2]	During a call press Button 3 times	Call continues in mobile
Transfer call back to Headset [2]	During a call in the mobile press Button once	Call continues in Headset
Select Ring tone menu	Press and hold Vol+ or Vol- for 5 sec	Enters ring tone list
Check different ring tones	In ring tone menu press Vol+ press Vol-	Up and Down in the ring tone list
Select ring tone	In ring tone menu press Button once	Selects ring tone in Headset normal answer mode
Automatic call pick up activation	In ring tone menu press Button twice	Selects ring tone in Automatic call pick up mode

[1] Only with mobile phones supporting voice dialling
[2] Only with mobile phones supporting Hands-free mode